



Telehealth Services

Philosophy

- ❖ Safer Patient Care
- ❖ Patient Centered Care
- ❖ Effective Care Coordination
- ❖ Effective Prevention and Treatment
- ❖ Promotion of Healthy Living
- ❖ Effective Communication
- ❖ Improving Affordability

Data-Driven

Evidence-Based

Outcome Focused

Promotion of Technology in Health Services

Supports the Vision of the organization

To provide better health, better care, and better cost to the people and communities we serve

Provide the Best Customer Service to Members and Providers

Increase access to care

Current use of technology

Enrollment

Access of benefits to enhance member and provider engagement

- Patient Portal
- Mobile Apps
- 24 hour Nurse Lines
- Electronic claim submission, Benefit Prior Authorizations, Referrals, Utilization Management, Care Coordination.
- Customer Service- call center

Data sharing agreements with providers

Participation in Community efforts on local level

Community Health Excellence Grants

Population Health Management:

- Medicaid Perinatal – text4baby program
- Disease Management programs
- Member outreach for closure of gaps in care

Plan Performance Oversight:

Healthcare Effectiveness Data and Information Set

- Required by Centers for Medicare and Medicaid Services for Medicare Advantage plans
- Required for National Committee for Quality Assurance certification for any Line of Business
- Set of Standardized Performance Measures utilized Nationally
- Measure Domains: Effectiveness, Access/Availability, Use, Cost, Plan Descriptive Information
- Major data source for Medicare 5 Star Program

Reimbursement

Based on coverage determination and Medicare and Medicaid requirements

Providers eligible for reimbursement under contracts

Eligible if same professional service performed as would be provided in person

National trends of coverage expanding with technology advances, rising cost of care and focus on quality of care

Extent of covered services vary state to state based on qualifying services, demographics, and eligibility criteria

Future Reimbursement

Challenges of delivery:

patient safety

patient privacy

data integrity

infrastructure development and maintenance

- cost
- resource management-technical and human
- monitoring for potential fraud and abuse

QUESTIONS?